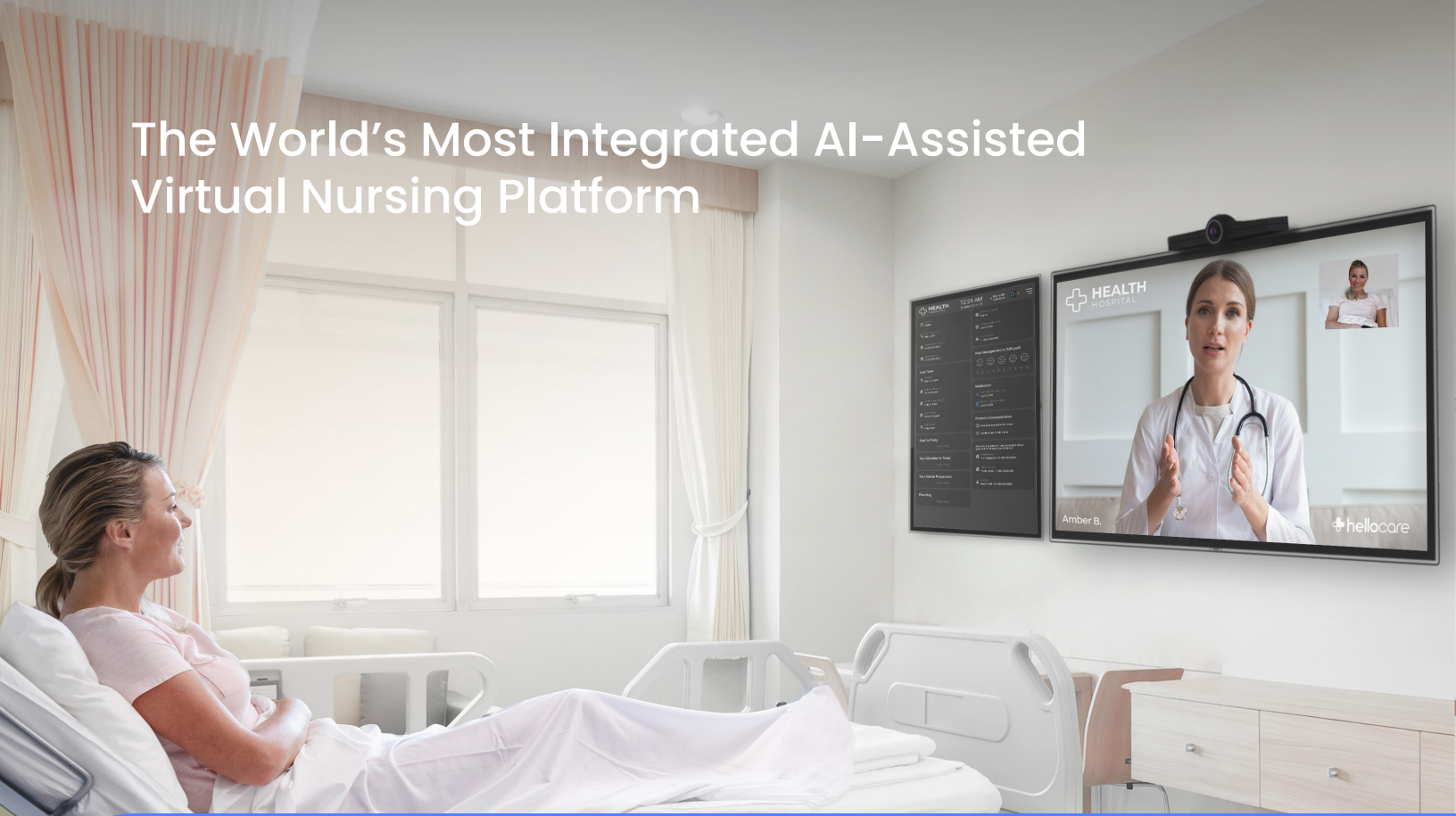


# The World's Most Integrated AI-Assisted Virtual Nursing Platform



 hellocare

Transform your existing hospital room into an **integrated virtual care delivery hub**

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Unlock the power of virtual care delivery with **hellocare** AI based platform by transforming any patient room TV into virtual care delivery hub for virtual nursing, rounding, sitting, patient observations, AI fall prevention and detection, care coordination workflows and clinical communications to deliver hybrid care anytime from anywhere while enhancing patient engagement.

# hellocare virtual care delivery platform

Transforming your existing hospital room TV into a virtual care delivery hub enables providers, nurses, and sitters to communicate and manage care via real-time audio and video calls directly from your EHR to the patient room. Clinical teams and patients can invite members of the family and care team to participate in these calls, driving patient engagement and enabling them to take ownership of their health, which is known to improve health outcomes and patient satisfaction.



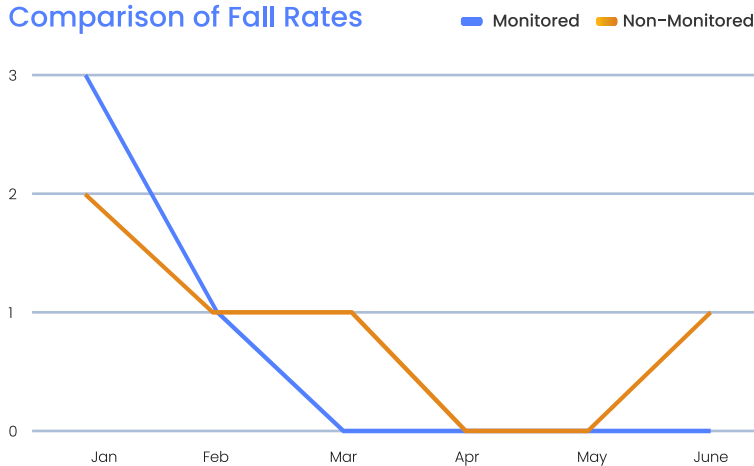
## Case study: Northwell Health

Northwell Health reports fewer patient falls with the implementation of virtual observation:

Northwell conducted a study utilizing hellocare devices for monitored rooms. When comparing monitored vs non-monitored rooms with high-risk fall patients, Northwell Health noted a significant reduction in falls (**from 3 to zero per month**).

In addition to the reduction in falls, Northwell Health also noted an overall reduction in cost of care.

### Comparison of Fall Rates



*\*Emerging Evidence of Fall Reductions Post Implementation of a Remote Video Monitoring System on a Med-Surg/Telemetry Unit in a Glen Cove Hospital by Bissoondaye Ragoonanan DNP, MBA, MS, RN, RGN, Olena Nosaryeva, MSN, RN, & Lilly Mathew PhD RN NPD-BC - May 2023*

**80%**  
reduction in RN  
end-of-shift overtime

**35%**  
reduction in nursing  
turnover based on  
support from virtual nurse

**50%**  
reduction in patient  
fall rate and zero  
falls with injury

**350%**  
increase in bedside RN  
time spent administering  
medications

**50%**  
improved call-light  
response time

Integrations:	<b>PHILIPS</b>	amazon alexa	<b>Epic</b>	<b>Cerner</b>	Allscripts <sup>®</sup>	<b>SAMSUNG</b>	<b>LG</b>	
	<b>Hillrom.</b>	<b>Rauland</b> AMETEK	<b>AMN</b> <sup>®</sup> Healthcare	<b>GLOBO</b>	eVideon <sup>™</sup>	<b>pcare</b> <sup>®</sup>	Get Well	<b>amwell</b>

## Single Virtual Care delivery platform, many use cases:



### Virtual Nursing and Telehealth:

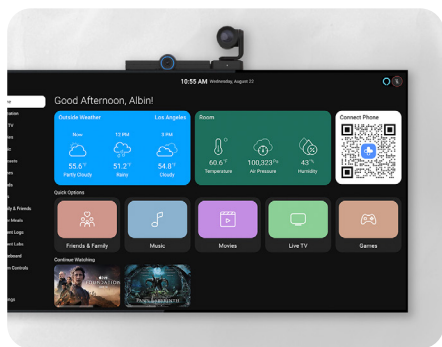
Experience the future of inpatient care with hellocare's Virtual Nursing and Telehealth services. Our platform enables healthcare providers to perform remote patient admissions, discharges, education and continuous care, while involving family members and care team in the virtual visit, enhancing efficiency while maintaining high standards of patient care. Through live examinations with peripherals during a physician rounding, we reduce the need for physical carts and equipment in the room, streamlining operations and minimizing disruptions.

**Statistic:** WellStar, Good Samaritan and Mount Sinai cut Length of Stay (LOS) by 23%, and reduce RN (Registered Nurse) Turnover by 47%.

### AI-Assisted Virtual Sitting:

Enhance patient safety with hellocare's AI-Assisted Virtual Sitting. This service provides continuous, resource-efficient monitoring, supporting a high patient-to-sitter ratio. Utilizing AI technology, we detect and prevent adverse events such as falls and pressure injuries, ensuring vigilant care and immediate response when needed. Sitters can document interventions and alerts directly into the EMR via voice dictation, streamlining record-keeping without disrupting monitoring. Additionally, sitters can use verbal redirections to communicate with patients in their native language, ensuring clear and effective interaction.

**Statistic:** Virtual Sitting reduces falls with injury by up to 80%.



### Patient Engagement and Experience:

Transform patient interactions with hellocare's advanced patient engagement tools. Our platform features customizable Digital Whiteboards and Room Signs that display tailored information beneficial for patients, family members, and hospital staff. As a bedside nurse enters the room, the system activates various tabs to access comprehensive patient data. Additionally, it provides an option for bedside nurses to call upon a virtual nurse for assistance as needed, facilitating seamless communication and enhanced care coordination within the hospital setting.

**Statistic:** 69% of healthcare professionals cite communication as a leading cause of medical errors.

### Remote Patient Monitoring (Hospital at Home):

Extend the reach of your healthcare services with hellocare's Remote Patient Monitoring for Hospital at Home programs. This component enables monitoring of patient vitals from the comfort of their homes, ensuring timely interventions. Our technology allows patients to chat or speak directly with assigned care team members, enhancing communication and support. Additionally, the system automatically triggers surveys if vitals deviate from safe ranges, providing crucial feedback to adjust care plans effectively and promptly, reducing readmissions and enhancing patient management.

**Statistic:** According to the University of Pittsburgh Medical Center, RPM helped to reduce its readmission rate by 76%.





# hellocare: Tech Specs



**Easy deployment:** hellocare's virtual care delivery platform offers seamless deployment with its all-in-one device that requires only power and internet connectivity, making it effortless to implement and integrate into existing infrastructure. It requires zero infrastructure investment from the provider's side.

**State-of-the-art device management platform:** hellocare provides a cutting-edge device management platform that allows for efficient and effective management of the virtual care devices. It includes advanced capabilities to limit bandwidth consumption, ensuring optimal performance, and the ability to whitelist IPs for enhanced security.

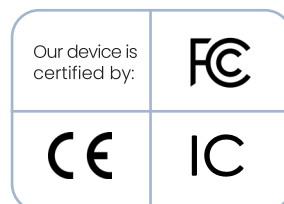
**End-to-end encrypted communication:** hellocare ensures enhanced security through its end-to-end encrypted chat, audio, and video capabilities. This robust encryption technology safeguards patient information and conversations, protecting sensitive data throughout the communication process and maintaining strict privacy and compliance standards.

Build-in Alexa and the only certified healthcare device to enhance patient engagement and experience via voice controls.

<b>Video</b> <ul style="list-style-type: none"> <li>• Sony Starvis + NIR Image sensor 4K Camera</li> <li>• Lens - F.2.2 FOV 116.8 deg</li> <li>• IR Lights and night filters for color night vision</li> <li>• Hardware based camera privacy switch</li> </ul>		<b>Camera</b> <ul style="list-style-type: none"> <li>• Internal camera with pan, tilt, and 5x digital zoom</li> <li>• Up to 30x optical PTZ camera</li> </ul>	
<b>Audio</b> <ul style="list-style-type: none"> <li>• Built-in smart mic array - 4x High sensitivity MEMS mic array</li> <li>• 16-core high powered dedicated voice processing DSP</li> <li>• 24+ feet voice pickup with VoIP and Smart Assistant automatic modes</li> <li>• Built-in supplementary speakers with 6W power</li> </ul>		<b>Computing Unit</b> <ul style="list-style-type: none"> <li>• Quad Arm Cortex A76 8-Core CPU</li> <li>• ARM Mali G610MC4 GPU</li> <li>• NPU 6 TOPS 3 Core</li> <li>• 8GB LPDDR4 RAM</li> <li>• 64GB Internal Storage</li> </ul>	
<b>Connectivity</b> <ul style="list-style-type: none"> <li>• WiFi 2.4, 5 GHz IEEE 802.11a/b/g/n/ac/ax (WIFI6)</li> <li>• Bluetooth 5.1</li> <li>• Ethernet 10/100/1000 (RJ-45)</li> </ul>		<b>Input   Output</b> <ul style="list-style-type: none"> <li>• 1 x USB 3.0 Type C</li> <li>• 1 x MicroSD XC</li> <li>• 1 x HDMI 2.0 (Input)</li> <li>• 1 x HDMI 2.0 4K60 (Output)</li> <li>• Remote control (for debugging)</li> </ul>	
<b>Display</b> <ul style="list-style-type: none"> <li>• Leverages existing TV display</li> <li>• Automatic TV control</li> </ul>	<b>Dimensions</b> 11" (L) x 2.5" (H) x 3" (D)		

We are a certified Healthcare Platform by the highest standards.

Privacy is a fundamental human right. At **hellocare**, it's also one of our core values. We design our products and solutions to be secure and protect your privacy and give you control over your information and interactions between patient and provider.



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